customer as the case may be. In all established cases, action is taken against the erring distributor in line with the Marketing Discipline Guidelines.

Alleged collection of money by IOC Employees in Bihar

3698. SHRI NILOTPAL BASU:
SHRIMATI CHANDRA KALA PANDEY:

Will the Minister of PETROLEUM AND NATURAL GAS be pleased to refer to answer to Unstarred Question 1249 given in the Rajya Sabha on the 14th December, 1994 and state

(a) wheter Auto Service Station of Darbhanga, Bihar, an Indian Oil Retail outlet, has complained to the District Magistrate Darbhanga with a copy to Indian Oil Corporation (IOC) Marketing Authorities, on the 7th February, 1995, regarding the threat from a section of employees of IOC for donation of a big amount in the name of Indian Oil Employees' Trust;

(b) whether another dealer of Begusarai, Bihar, vide his letter dated the 17th February, 1995 to Chief **quantity refills by LPG distribution** ing, Patna Divisional Office, has also alleged that a section of employees demanded rupees one lac for construction of a hospital under the above Trust;

(c) if so, whether IOC is still relying on the verbal enquiry as stated in the reply to the above-referred quetion and whether there is any provision of verbal enquiry in the certified Standing Order for employees; if so, how many such verbal enquiries have been conducted so far; and

(d) if not, what are the reasons that in this case such an unusual mode of enquiry was preferred?

THE MINISTER OF STATE OF THE MINISTRY OF PETROLEUM AND NATURAL GAS (CAPTAIN SATISH SHARMA): (a) and (b) Yes, Sir.

(c) There is no provision for verbal enquiry in the certified standing orders of the IOC. However, a preliminary enquiry can be conducted to ascertain whether there is a *prima facie* case warranting further action.

(d) In this case, a committee of three senior officers was constituted for enquiring into the allegations. However, no *prima facie* case was established.

Complaints regarding supply of less quantity refills by LPG distributors

3699. SHRI S. S. AHLUWALIA: Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

(a) whether it is a fact that complaints from LPG consumers about supply of lesser quantity refills by the LPG distributors are continuing to be received by the oil companies;

(b) if so, the details of such complaints received during the last three years, year-wise;

(c) whether it is a fact that suggestions have been received even from some State Governments that LPG delivery persons should carry weighing device;

(d) if so, the reaction of Government to such suggestions; and

(e) the details of steps taken by Government to prevent pilferage of LPG from refills and ensure its supply to consumers with correct measures?

THE MINISTER OF STATE OF THE MINISTRY OF PETROLEUM AND NATURAL GAS (CAPTAIN SATISH SHARMA): (a) and (b) The details of established complaints regarding supply of under weight cylinders received by Government